Center for Educational Performance and Information (CEPI)

Single Sign-On Registration User's Guide

Fall 2008

Questions?
Contact CEPI Customer Support
E-mail: CEPI@michigan.gov
Phone: 517-335-0505 (select option 3)

Contents

Obtaining access to the Educational Entity Master (EEM) or the Michigan Student Data System (MSDS) application is a two-step process.

1. An individual must first request access to the application through his/her Single Sign-On (SSO) account.

2. The individual's request for access must be approved by the district superintendent or chief administrator by submitting the appropriate security access form to CEPI.

    Note: If you are a current user of the School Code Master (SCM) or Single Record Student Database (SRSD), you have the option to migrate your existing permissions without submitting additional documentation.

Only when all steps have been completed and verified by CEPI will access to the application be granted. This guide will outline the steps necessary to create a Single Sign-On (SSO) account and request permission to an application through your SSO portal.
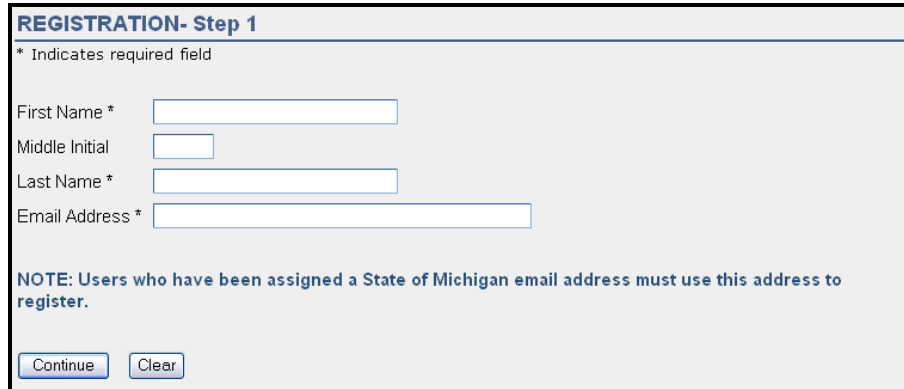
Single Sign-On Registration

Follow the steps outlined below to obtain a State of Michigan Single Sign-On account.

1. From the State of Michigan Single Sign-On page, click on the **Register** button.

2. Provide your name and valid e-mail address on the next screen. Click the **Continue** button.

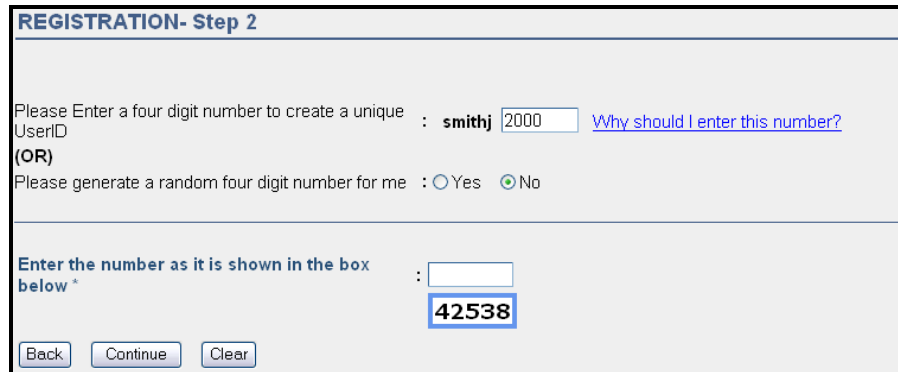**REGISTRATION- Step 1**

* Indicates required field

First Name *

Middle Initial

Last Name *

Email Address *

NOTE: Users who have been assigned a State of Michigan email address must use this address to register.

[Continue]   [Clear]

3. Your User ID will be the user's last name and first initial, plus the four-digit number that is entered. Enter the security number as indicated and then click the **Continue** button. **Note:** Users with a state of Michigan e-mail address will not need to complete this step.

REGISTRATION- Step 2

Please Enter a four digit number to create a unique UserID   : **smithj** 2000   Why should I enter this number?
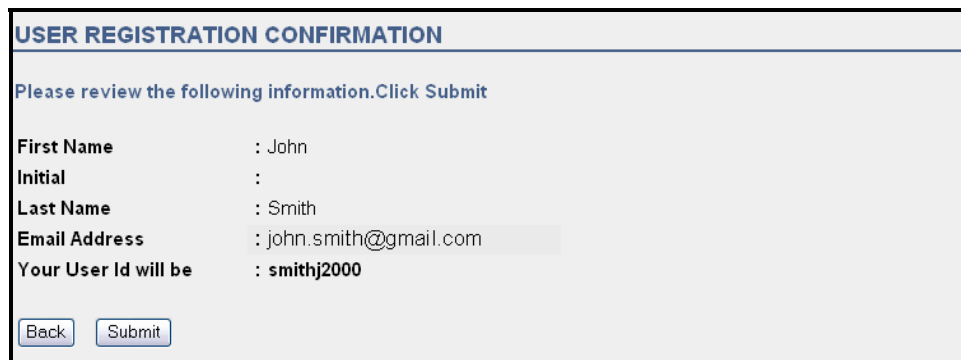**(OR)**
Please generate a random four digit number for me : ○ Yes ⊙ No

Enter the number as it is shown in the box below *   :

42538

[Back]   [Continue]   [Clear]

4. You will be taken to the "User Registration Confirmation" screen. Confirm that the name and e-mail address are correct. This e-mail address is where your User ID and password will be sent. You should make a note of your User ID and then click the **Submit** button.

USER REGISTRATION CONFIRMATION

Please review the following information.Click Submit
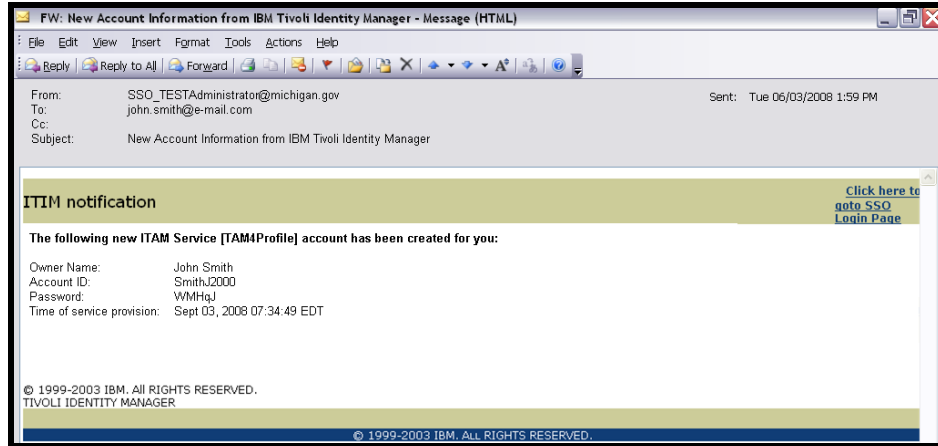
First Name   : John
Initial   :
Last Name   : Smith
Email Address   : john.smith@gmail.com
Your User Id will be : **smithj2000**

[Back]   [Submit]

5. You will see a screen which says that your request is being processed and you will receive an e-mail message within 24 hours. Click the **Close** button.

The e-mail message will come from SSO_Administrator@michigan.gov and be titled "Account Information." You will notice a temporary password. Highlight it and copy it. You will use this temporary password the first time you log in to the SSO.

E-mail systems may classify anything coming from SSO_Administrator@michigan.gov as "junk mail" or "spam." If you have not received your user ID and password within 24 hours, e-mail CEPI Customer Support for assistance at CEPI@michigan.gov.

If you require additional assistance creating your account or have other questions pertaining to your Single Sign-On account, contact CEPI Customer Support.

E-mail: CEPI@michigan.gov

Phone: 517-335-0505; select option 3.

Completing the Registration Process

Once you receive your user ID and password, you can log in to the SSO application. The first time you log in to the SSO, you will be taken through the steps necessary to complete your account information. Follow these steps to complete your registration process.

1. Go to the State of Michigan Single Sign-On (SSO) page at https://sso.state.mi.us.

2. Enter the user ID and temporary password you received. Do not let your computer automatically store this password as you will be changing it shortly.

3. You will be prompted to change your password immediately (and every 90 days thereafter). Enter or paste in your temporary (old) password, then type in and confirm a new password.

   Passwords must conform to the following rules:
   - Passwords must be at least five characters long.
   - Passwords cannot be the same as user ID or user name.
   - Passwords are case sensitive.
   - Passwords cannot be the same as the old password.
   - Passwords cannot have more than two repeated characters.

   When done, click on the **Change Password** button.

4. You will then be asked to answer and confirm a set of Challenge Response Questions. These questions must be completed in case you forget your password. The answers and the confirmation of the answers are case sensitive. When done, click on the **OK** button.

   If any of your answers did not match a confirmed answer, you'll receive an error message prompting you to re-enter the answers for that question.

5. When you have successfully completed this, you will get a notification saying that your answers have been updated. Click **OK**.

6. You will be brought to the Account Maintenance Screen. Click the **OK** button.

Subscribing to an Application

Subscribing to an application is the final step of the user registration process. Once your account information has been completed, you will be brought to the Application Portal screen.
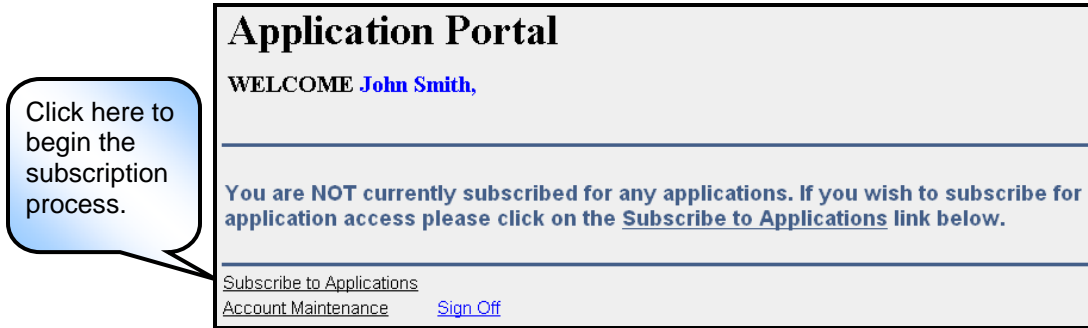
1. To subscribe to an application, click on the "Subscribe to Applications" link in the bottom left-hand corner of the screen.

2. You will be taken to a new screen with drop-down menus. Select the state agency which owns the application in the first drop-down and the desired application from the second drop-down.

3. The user will be then be taken to the subscription page for the particular application.

4. On the subscription page, enter your phone number in the applicable box.

5. You can submit a subscription request one of two ways:

    a. **Users with an existing MEIS account** for the application should request permission with this account information. Access will be granted matching what is assigned to the MEIS account. No security agreement will be required.

    b. **New users** should click on the **Subscribe w/o MEIS ID** button. In addition, you will need to submit an application security agreement. Access will not be granted until the appropriate security agreement has been submitted to and verified by CEPI. A link to the security agreement is provided in the bottom left-hand corner of the screen.

6. Review information and click **OK**.

7. You will receive a confirmation message (both on the screen and in e-mail) stating your subscription request was submitted successfully. You will receive an e-mail message once access has been granted by CEPI staff.
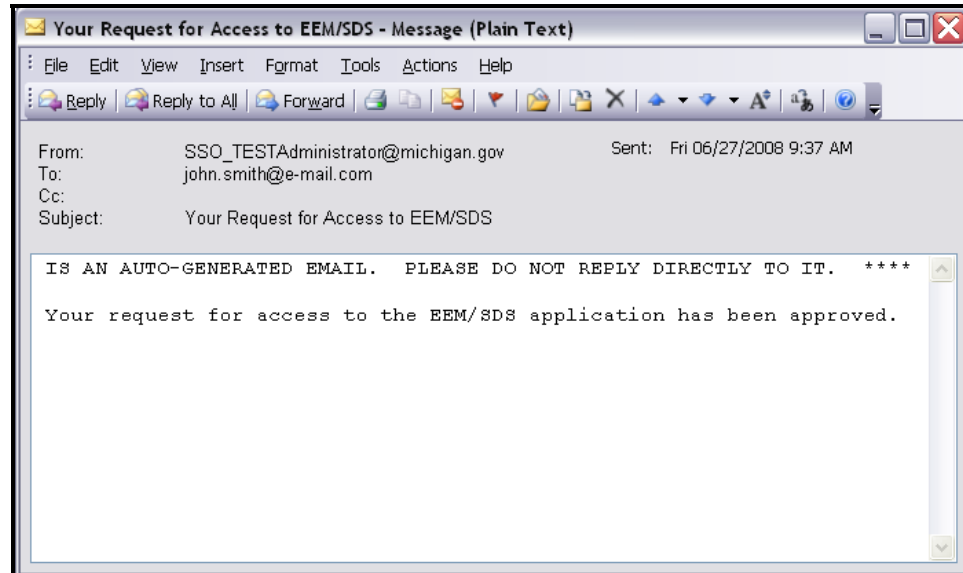
Note: Please do not submit multiple subscription requests. Permissions must be approved by CEPI Customer Support before taking effect. Submitting multiple requests simply slows the approval process.

Once you have been successfully subscribed to an application, the link will appear on your portal screen the next time you log in to your Single Sign-On account. To access the application, simply click on the application link and you will be logged in automatically.

Contact information is shared between your Single Sign-On account and the application(s) to which you are subscribed. Should you make changes to your contact information, the application database is not updated until the next time you log in to the application.

Resetting Your Password

In the event that you forget your password, the Single Sign-On application allows you to reset your password manually and to receive a temporary password in order to access your account. To reset your password, follow the steps outlined below.

1. On the Single Sign-On page, enter your User ID and then click on the "I forgot my Password" link.

2. You will then be taken to a new screen where you will be prompted to answer a series of challenge questions. Your responses must match the original answers you gave (including case and spelling) when you first created your account. Answer each question and click **OK**.
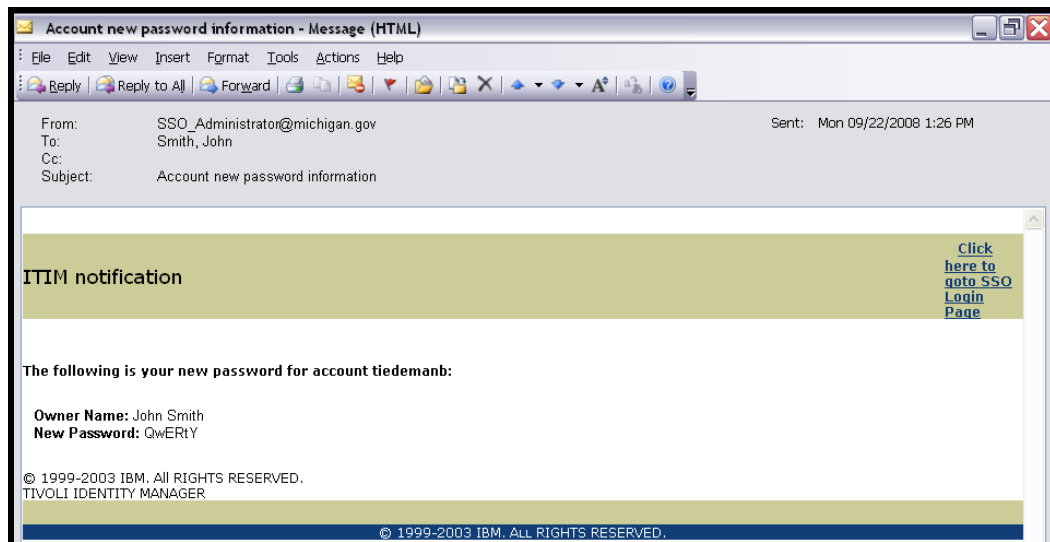

3. If your responses were correct, you will receive a message indicating that your reset request has been submitted. If any of your answers did not match your original responses, you will receive an error message.

Forgot Password

You have successfully answered the challenges. A password change request has been submitted to the server.

You will be notified via email when the password change is complete. The email message will contain the new password.

OK
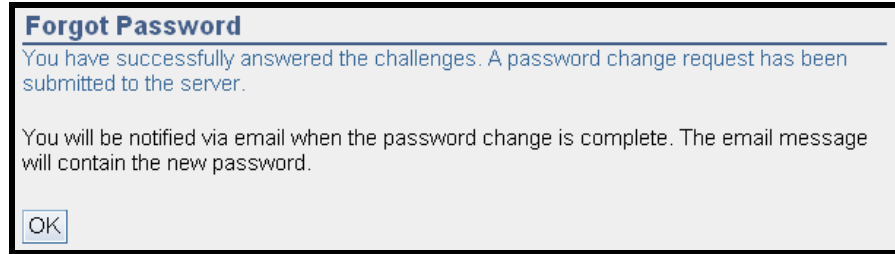
4. Once your request has been processed, you will then receive an e-mail message containing your temporary password. The e-mail will come from SSO_Administrator@michigan.gov and be titled "Account new password information."

    E-mail systems may classify anything coming from SSO_Administrator@michigan.gov as "junk mail" or "spam." If you have not received your user ID and password within 24 hours, e-mail CEPI Customer Support for assistance at CEPI@michigan.gov.

Account new password information - Message (HTML)

File   Edit   View   Insert   Format   Tools   Actions   Help

Reply | Reply to All | Forward |

From: SSO_Administrator@michigan.gov   Sent: Mon 09/22/2008 1:26 PM
To: Smith, John
Cc:
Subject: Account new password information

Click here to goto SSO Login Page

ITIM notification

The following is your new password for account tiedemanb:

Owner Name: John Smith
New Password: QwERtY

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TIVOLI IDENTITY MANAGER

© 1999-2003 IBM. ALL RIGHTS RESERVED.

5. Return to the SSO page. Log in to the Single Sign-On site using your User ID and the new password you received in your e-mail message. You will be taken to your application portal screen.

6. It is strongly recommended at this point that you change your password. Click on the "Account Maintenance" link. From the Account Maintenance menu, click on the "Change My Password" link.

You are currently subscribed to the following applications:

-   Educational Entity Master (EEM)
-   Michigan Student Data System (MSDS)

Subscribe to Applications   A
Account Maintenance   S

Click the Account Maintenance link to change your password.
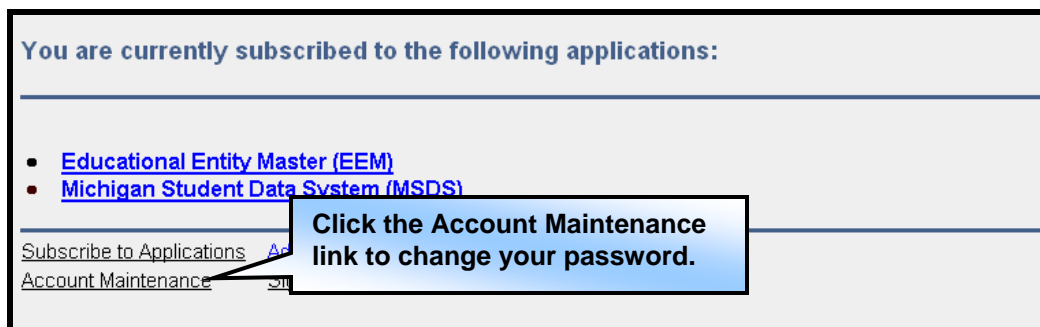
7. You will be taken to the change password screen. Enter or paste in your temporary (old) password, then type in and confirm a new password. When all boxes have data entered in them, click the **Change Password** button. You will then receive a message that your password has successfully been changed.
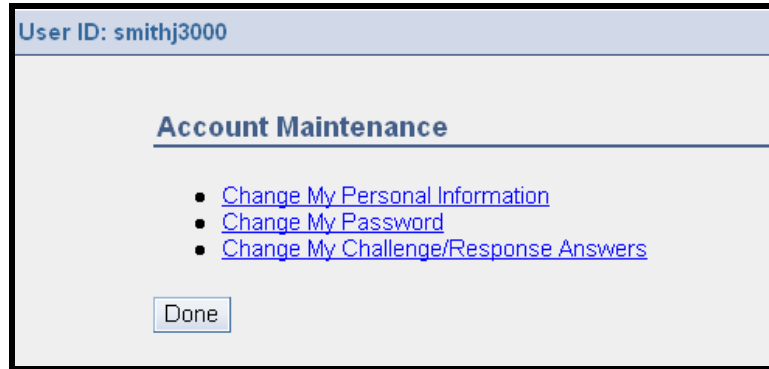
If you require additional assistance resetting your password or have other questions pertaining to your Single Sign-On account, contact CEPI Customer Support.

E-mail: CEPI@michigan.gov

Phone: 517-335-0505; select option 3.

Account Maintenance

You can choose to change your contact information, password, and challenge/response answers. To access the information, users can click on **Account Maintenance** from the left-hand corner of your application portal screen.
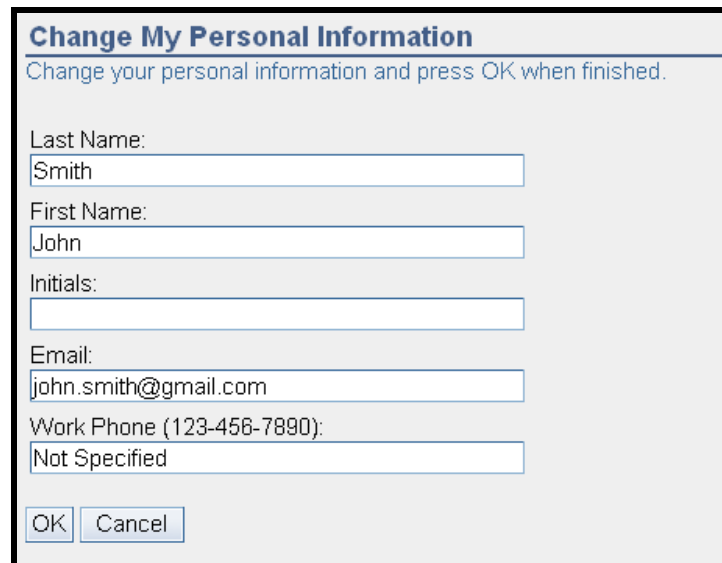
User ID: smithj3000

Account Maintenance

- Change My Personal Information
- Change My Password
- Change My Challenge/Response Answers

[Done]

Click on the "Change My Personal Information" link to change personal information such as name, e-mail address, and phone number.

Change My Personal Information
Change your personal information and press OK when finished.

Last Name:
[Smith]

First Name:
[John]

Initials:
[ ]

Email:
[john.smith@gmail.com]

Work Phone (123-456-7890):
[Not Specified]

[OK] [Cancel]

To change your password, select "Change My Password" from the Account Maintenance screen. You will be taken to the Password Change screen where you must enter your current (old) password and type the new password twice. Click on the **Change Password** button.

The final link under Account Maintenance is the Challenge/Response Answers. You may never have to change your answers, but if you feel your answers have been compromised, you may wish to change them.

Frequently Asked Questions

1 Q: How can I change my account information?

A: Users can update their account information (name, phone number, e-mail address, etc.) by logging in to the SSO application and clicking on the "Account Maintenance" link. Change the information as necessary and click **Save**. The application(s) to which you are subscribed will be updated the next time you enter the application(s).

Note: In particular, e-mail addresses should always be kept up to date as these are the state's primary means of communication with districts.

2 Q: How long is my user ID valid?

A: Accounts remain in good standing as long as they are active. If a Single Sign-On ID has not been used in 13 months, it will be removed.

3 Q: Can I get a removed ID back?

A: No. In this case, you will need to create a new ID. It may be identical to your previous ID, as long as it is not in use by someone else. (Only unique IDs are allowed.)

4 Q: If my account expires due to inactivity, will I have to get reauthorization for the applications for which I had access?

A: Yes, if a user allows his/her Tivoli ID to expire because of lack of activity, he or she will be required to complete the registration process to obtain access to the application(s) again. Users with inactive accounts will have those permissions removed from the CEPI application(s) for which they have access. Removal is necessary to ensure that each district has an active user responsible for the submission and to maintain an active point of contact with the district.

5 Q: What should I do if I've forgotten my password?

A: In the event that you've forgotten your password, perform a password reset. On the Single Sign-On log in screen, enter your User ID and click the "I forgot my password" link. You will be taken to the Forgot Password screen where you will be prompted to answer four challenge questions. Answer all four questions and click **OK**. Upon successful completion, you will receive an e-mail message containing a new, temporary password. Be sure to change your temporary password as soon as possible.

If you require assistance with the manual password reset, please contact CEPI Customer Support at CEPI@michigan.gov, or phone 517-335-0505 and select option 3.

6 Q: What should I do if I've forgotten my user name?

A: In the event that you cannot recall your user name, contact CEPI Customer Support at CEPI@michigan.gov, or phone 517-335-0505 and select option 3.

7   Q: I'm currently a user of the SCM and/or SRSD and require access to the new application(s). Do I need to complete a new security agreement for the EEM and/or MSDS?

   A: No. When you prepare to request access to the application through your SSO account, follow the instructions for users with an existing MEIS account. You will be granted access to the new application that matches your current access. Only users who had no permissions in the SCM or SRSD will need to complete a security agreement form, in addition to subscribing through the Single Sign-On portal.

8   Q: Why do I need to submit a security agreement when I'm requesting permission electronically?

   A: Because of the sensitive nature of the data, the state requires authorization from the district superintendent/chief administrative officer before someone can be responsible for accessing, changing, and submitting these data elements. The individual requester must also acknowledge his or her compliance with FERPA and/or the Privacy Act, as it applies.

9   Q: I've created a Single Sign-On account but receive a "Your login attempt was not successful. Please verify that this Tivoli ID is authorized to use EEM." error. Am I doing something wrong?

   A: This error indicates that although you have a valid Tivoli account, you do not have permissions in the application. If you are a new user to the application, ensure that you have submitted the proper security agreement signed by your entity's chief administrator. Please allow one to two days for your agreement to process. If subscribed to an application using your previous MEIS account ID, contact CEPI Customer Support at CEPI@michigan.gov.